

## ABSTRAK

### **Dhinda Mutiara Suhendar : “Evaluasi Retribusi Izin Trayek Angkutan Kota di Dinas Perhubungan Kota Tasikmalaya Tahun 2020”.**

Penelitian ini dilatar belakangi oleh penerimaan, target dan realisasi Retribusi Izin Trayek di Dinas Perhubungan Kota Tasikmalaya belum optimal serta menemukan beberapa kendala yang dapat mempengaruhi penerimaan retribusi izin trayek. Pemerintah Kota Tasikmalaya dalam merespon hal tersebut perlu dilakukan evaluasi kembali terhadap penetapan target penerimaan, pelaksanaan, dan pengawasan pemungutan retribusi izin trayek dalam rangka pengoptimalan penerimaan retribusi melalui Peraturan Menteri Perhubungan Nomor 15 Tahun 2019 tentang Penyelenggaraan Angkutan Orang dengan Kendaraan Bermotor Umum dalam Trayek.

Tujuan penelitian ini adalah untuk mengetahui Evaluasi Retribusi Izin Trayek Angkutan Kota di Dinas Perhubungan Kota Tasikmalaya Tahun 2020.

Teori yang digunakan dalam penelitian ini ialah teori menurut Charles O. Jones (1996:360), ketika mengukur efektivitas pendapatan diperlukan aspek evaluasi kebijakan adalah: 1) Political Evaluation (evaluasi untuk kepentingan politik); 2) Organizational evaluation (evaluasi untuk kepentingan organisasi); 3) Substantive evaluation (evaluasi yang bersifat substantif atau nyata).

Pada Penelitian ini menggunakan metode penelitian deskriptif dengan pendekatan kualitatif. Teknik pengumpulan data dalam penelitian ini diperoleh dari hasil observasi, wawancara, dan dokumentasi. Adapun analisis data dalam penelitian ini menggunakan reduksi data, penyajian data, dan penarikan kesimpulan menggunakan model Silalahi.

Hasil penelitian ini menunjukkan bahwa evaluasi retribusi izin trayek angkutan kota di Dinas Perhubungan Kota Tasikmalaya tahun 2020, sudah berjalan namun masih belum maksimal. Hal ini diindikasikan oleh beberapa dimensi yang memang masih berkendala seperti pada dimensi organizational evaluation, dimana rendahnya kesadaran wajib retribusi dalam melaksanakan perizinan trayek angkutan. Selain itu, dalam dimensi substantive evaluation juga masih berkendala. Hal ini dikarenakan sosialisasi yang belum menjangkau seluruh komponen wajib retribusi, yang memberikan dampak pada munculnya angkutan gelap atau angkutan yang tidak mempunyai izin beroperasi. Meskipun demikian pada dimensi lain seperti political evaluation sudah cukup baik dan sedikit menerima kendala. Sehingga apabila terus dioptimalkan akan meningkatkan evaluasi retribusi izin trayek angkutan kota di Dinas Perhubungan Kota Tasikmalaya.

**Kata kunci:** evaluasi. pelayanan, penerimaan retribusi, izin trayek angkutan kota.

## ABSTRACT

**Dhinda Mutiara Suhendar: "The Evaluation of Levy City Transportation Route Permits at the Transportation Department of Tasikmalaya City in 2020".**

This research is motivated by the realization that the revenue, target and Route Permit Charges at the Transportation Department of the City of Tasikmalaya have not been optimal and have found several obstacles that can affect the receipt of levy route permit. In response to this, the Tasikmalaya City Government needs to evaluate the targeting of revenue, implementation, and supervision of levy revenue route permit in the context of optimizing retribution receipts through the Peraturan Menteri Perhubungan Nomor 15 Tahun 2019 concerning the Implementation of Transportation of People with Public Motorized Vehicles on Routes.

The purpose of this study was to determine The Evaluation of Levy City Transportation Route Permits at the Transportation Department of Tasikmalaya City in 2020.

The theory used in this study is the theory according to Charles O. Jones (1996:360), when measuring the effectiveness of income, the important aspects of policy evaluation are: 1) Evaluation for political purposes); 2) Organizational evaluation (evaluation for the benefit of the organization); 3) Substantive evaluation (evaluation that is substantive or real).

In this study using descriptive research methods with a qualitative approach. Data collection techniques in this study were obtained from the results of observations, interviews, and documentation. The data analysis in this study uses data reduction, data presentation, and drawing conclusions using the Silalahi model.

The results of this study indicate that the evaluation of levy city transportation route permits at the Transportation Department of Tasikmalaya City in 2020 has been running but is still not optimal. This is indicated by several dimensions that are still constrained, such as the organizational evaluation dimension, where there is low awareness of mandatory levies in carrying out transportation route licensing. In addition, substantive evaluation in dimensions is also still constrained. This is because the socialization has not reached all components of the mandatory levy, which has an impact on the emergence of illicit transportation or transportation that is not possible to operate. However, in other dimensions, such as political evaluation, it has been quite good and has received a few obstacles. So that it is hoped that it will continue to be optimized and will increase the evaluation of the retribution for city transportation route permits at the Tasikmalaya City Transportation Department.

**Keywords:** evaluation. services, levy revenue, city transportation route permits.